

HANNAH RAMIREZ

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Manila, Philippines

VIRTUAL PROFESSIONAL

I am a dedicated virtual professional with a proven track record of proficiency in Excel and foundational knowledge in QuickBooks. My basic understanding of QuickBooks equips me to support bookkeeping tasks and navigate financial software effectively. As a virtual professional, I am adept at managing remote workflows, prioritizing tasks, and delivering high-quality results in a timely manner. With strong communication skills and a proactive approach to problem-solving, I am poised to contribute effectively to your virtual team.

PROFESSIONAL EXPERIENCE

I possess a diverse background encompassing roles as a Social Media Manager, Customer Service Representative, and a Product Trainer, coupled with proficiency in a range of tools. As a Social Media Manager, I have demonstrated expertise in fostering community engagement and optimizing social media performance through platforms like Sprinklr. In my tenure as a Customer Service Representative, I prioritized delivering exceptional customer experiences, utilizing CRM systems like Cisco for call management and Zendesk for ticketing and support. Additionally, as a Product Trainer, I have conducted comprehensive training programs utilizing a variety of tools including MS Office and Outlook for calendar management, Google Sheets for data analysis and collaboration, and Sprinklr, CRM, Cisco, and Zendesk for effective training delivery and support.

EDUCATION

Polytechnic University of the Philippines

Bachelor in Secondary Education, major in English

2013 - 2017

Board Passer (LET)

2018

WORK EXPERIENCE

24/7 INTOUCH

Customer Service Representative

- Facilitating account creation for customers
- Guiding customers through password reset processes
- Addressing billing inquiries promptly and effectively through phone calls and chat platforms

C3 EVERISE

Product Trainer

- Develop and deliver comprehensive training programs for new product launches.
- Create training materials and presentations to educate sales teams and stakeholders on product features and updates.
- Collaborate with product development teams to ensure accurate representation of product functionality in training materials.
- Evaluate training effectiveness through assessments and performance metrics.
- Provide ongoing support and guidance to reinforce product knowledge and skills among employees.

**Freelancing Virtual Professional
Social Media Manager**

- Monitor and respond to online conversations and reviews, addressing customer inquiries, feedback, and concerns in a timely and professional manner.
- Develop and implement social media strategies to increase brand awareness, engagement, and traffic across various platforms.
- Manage social media accounts, including responding to comments and messages, and monitoring analytics to track performance and identify areas for improvement.

**Regalix (Ecommerce)
Order Fulfillment Specialist**

- Manage order processing for customers, including verifying item availability for purchase and coordinating with delivery service providers for timely shipment.
- Facilitate refunds and address customer inquiries and requests promptly and professionally through phone, email, and chat channels.
- Ensure accuracy and efficiency in processing orders and resolving customer issues to maintain high levels of satisfaction and retention.

**Cognizant
Senior Process Executive**

- Collaborate with insurance agents to facilitate quote processing, ensuring accuracy and efficiency in providing coverage information for various states.
- Manage billing processes for new business and existing policies, ensuring timely and accurate invoicing and payment processing.
- Provide comprehensive support to insurance agents, addressing inquiries, and resolving issues to enhance client satisfaction and retention.

**Freelancing Virtual Professional
Executive Virtual Assistant**

- Provide high-level administrative support, managing calendars, scheduling meetings, making travel arrangements, and coordinating events for executives.
- Handle bookkeeping tasks such as recording financial transactions, reconciling accounts, preparing financial statements, managing accounts payable and receivable, and processing payroll using software like QuickBooks or other accounting tools.
- Manage email correspondence, screen phone calls, and handle inquiries on behalf of executives, ensuring timely and professional responses.
- Organize and maintain digital files, documents, and records, ensuring easy access and confidentiality.
- Assist in project management by tracking deadlines, coordinating tasks, and ensuring timely deliverables.
- Conduct research, compile data, and prepare reports or presentations to support decision-making processes.

**Freelancing Virtual Professional
Account Manager for an Insurance Broker**

- Build and maintain relationships with clients, acting as the primary point of contact for inquiries, policy changes, and claims assistance.
- Assist clients in choosing suitable insurance coverage, reviewing policy options, and offering recommendations aligned with their needs and budget.
- Coordinate policy renewals, conduct annual policy reviews, and identify opportunities for coverage adjustments or cost savings proactively.
- Prepare accurate and comprehensive insurance quotes and proposals for both new and existing clients.
- Utilize virtual collaboration tools, insurance agency management systems, and customer relationship management (CRM) software to streamline processes and improve client interactions.